

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Ryan et al., Terry S.) }	
Serial No.: 10/056,411) Examiner:))	CHAN, Wing
Filed: 25 JANUARY 2002)) Art Unit:)	2643
For: SYSTEM AND METHOD FOR SUPPORTING MULTIPLE CALL CENTERS)))	RECEIVED
CENTERS)	MAR 0 8 2004
		Technology Center 2600

AMENDMENT TRANSMITTAL COVER LETTER

Mail Stop Non-Fee Amendment Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

Honorable Commissioner:

Enclosed please find a Response to Office Action Mailed 26 February 2004 in Accordance with 37 C.F. R. 1.111(a) for the above referenced application. Additionally, please find Transmittal Form (PTO/SB/21) and a return receipt postcard.

Respectfully submitted,

Date

Anita S. Damian Reg. No. 46,056

LANIER FORD SHAVER & PAYNE P.C. Customer Number 021491 P.O. Box 2087 Huntsville, Alabama 35804-2087

Phone: (256) 535-1100 Fax: (256) 533-9322

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Signature

Anita S. Damian
Printed Name of Person Signing Certificate

PTO/SB/21 (05-03)

Approved for use through 04/30/2003. OMB 0651-0031
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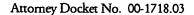
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)		Application Number	10/056,411	
		Filing Date	25 January 2002	
		First Named Inventor	Terry S. Ryan	RECEIVED
		Art Unit	2643	·
		Examiner Name	Wing F. Chan	<u>mar 0 8 2</u> 004
Total Number of Pages in this Submission	1	Attorney Docket Number	00-1718.03	Technology Center 2600

ENCLOSURES (check all that apply)						
Fee Transmittal Form Fee Attached Amendment/Reply After Final Affidavit(s)/Declaration(s) Extension of Time Request Express Abandonment Request Information Disclosure Statement Certified Copy of Priority	Drawings Licensing-related Papers Petition Petition to Convert to a Provisional Application Power of Attorney, Revocation, Change of Correspondence Address Terminal Disclaimer Request for Refund	After Al Group Appeal Appeal (Appeal (Appeal) Status Other E (please Return	llowance Communication to Communication to Board of its and Interferences Communications to Group at Notice, Brief, Reply Brief) Stary Information Letter Enclosure(s) Stary Information Letter			
Document(s) Response to Missing Parts/ Incomplete Application Response to Missing Parts under 37 CRF 1.52 or 1.53	CD, Number of CD(s)		nent Hansilittai Cover Letter			
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT Firm or Individual ANITA S. DAMIAN						
Signature MARCH 1, 2004						
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Typed or printed name ANITA S. DAMIAN						
Signature MUCA DA	Main	Date	MARCH 1, 2004			

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Examiner:

Art Unit:

2643

CHAN, Wing F.

Serial No.: 10/056,411

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Ryan et al., Terry S.

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RESPONSE TO OFFICE ACTION MAILED 26 FEBRUARY 2004

Mail Stop Non-Fee Amendment Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

Honorable Commissioner:

In response to an Office Communication detailing the non-compliance of Applicant's previous amendment, which was filed on January 30, 2004, Applicant respectfully requests reconsideration and allowance of the subject application, based on the following amendments and comments. The present amendment in response to an Office Action mailed February 26, 2004, is submitted in compliance with the revised format for making amendments as set forth in 37 C.F.R. § 1.121.